

# **Topsfield Cable Television Advisory Committee**

## **March 3, 2010**

Approved 4/7

### Executive Summary

The consulting arrangement with Steve Finer has been cancelled by mutual agreement. Final plans were discussed to distribute the Public Opinion Survey to all households in early April. The Survey Monkey on-line survey has been tested. Verizon continues to have broadcast quality problems with green bars appearing on some programs. Investigation continues to determine the cause. Verizon and Comcast are required to submit a report on Complaint Data. This report also indicates the number of subscribers. For 2009, Comcast reported 1,274 subscribers and a total of 43 complaints. Verizon reported 912 subscribers and only 1 complaint. It is difficult for the Committee to accept that if there reports are based on the same standards, that the number of Verizon complaints is so small. A new PC has been delivered, it is in the process of being installed.

Meeting opened at 7:35 PM in Town Hall.

Members present: Bill Whiting, Kathy Curran, Bill Wood, and Dana Berenson

Members absent: Jay MacDougall

### Former Business:

The Minutes of 2/3 were approved as written.

### New Business:

See Executive Summary

The meeting was adjourned at 8:35 PM

The next scheduled meeting is April 7 at 7:30 PM in the Town Hall.

Respectfully submitted, Bill Whiting.